

Susana Martinez Governor

Demesia Padilla, CPA
Cabinet Secretary

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Governor Susana Martinez Recognizes Significant Improvements at Las Cruces Del Rey MVD Office

97 Percent Customer Satisfaction Rate, All-Time Low Wait Times, More Than 70,000 New Mexicans Served

Las Cruces, NM – Today, Governor Susana Martinez recognized significant improvements at the Las Cruces Del Rey MVD office. The office enjoyed a more than 97 percent customer satisfaction rate in 2015 after serving more than 70,000 New Mexicans. Wait times are also at an all-time low of under only 10 minutes, a decrease of more than 21 minutes since 2015.

"Record-high customer satisfaction rates are becoming the new norm for New Mexico's motor vehicle offices, and it's because of the hard work and commitment to service that MVD staff brings to the table every single day," said Governor Susana Martinez. "Our MVD offices are showing the rest of the country how motor vehicle services should be done, and I know our teams look forward to building on their success."

The Governor has implemented a series of reforms at MVD including replacing outdated technology, which slowed down customer service across the state. The new state-of-the-art computer system replaces a 25-year-old system. In addition, MVD has increased online services, installed the MVD customer satisfaction tracking system – the first of its kind in the United States – and launched management programs to help MVD offices operate more efficiently. These reforms have given MVD employees the tools and training they need to help New Mexicans more effectively.

"Our staff has worked tirelessly to make our customers experience a positive one," said MVD Director Will Duran. "I want to thank our staff for working diligently to improve the Las Cruces Del Rey Office."

The Las Cruces Del Rey Office has implemented new management and employee tools to increase efficiency and morale as well as creative recognition tools to increase employee performance. The Las Cruces Del Rey Office has also been recognized for their efforts to increase the number of registered organ donors.

"The Del Rey Office has come a long way, but no one is resting on their laurels," said Taxation and Revenue Cabinet Secretary, Demesia Padilla. "Our employees have new tools and new training that they are putting to work – increasing efficiencies even further."